



Job Description

Job Title:	Enquiry Management Service (EMS) Senior Officer
Directorate:	Student Administration
Job type:	Professional Services
Grade:	6
Accountable to:	Student Services Centre Manager
Accountable for:	N/A
Purpose of the Post	
Student Administration is responsible for delivering core administrative functions related to the student journey from Enrolment to Completion. The Directorate is part of the wider Student Journey Division which is focused on delivering an excellent student and staff experience by developing and delivering effective and efficient services and support. The Student Services Centre within Student Administration has been designed to provide a central point of contact for all non-academic enquiries and services, making it easy for students to obtain the information and help they need. The team is focused on delivering an excellent student experience by developing and delivering effective and efficient services to support students through their journey at the University. The post holder will work as part of the Student Services Centre management team to deliver a high standard of customer service in the management of student enquiries. They will provide support, guidance and training to users of the Enquiry Management System, provide service management reports to Service Owners, as well as supporting the continuous development of the service through process improvement and technology deployment. The Enquiry Management Service (EMS) Senior Officer is responsible for the key tasks outlined below.	
Key Tasks	
To support the delivery of the Enquiry Management Service by: 1. Maintaining the Standard Operating Procedures. 2. Overseeing the EMS End User Group Channel in Microsoft Teams to maintain strong and positive relationships with key stakeholders across the enquiry management service footprint. 3. Responding to requests for ad hoc data and sharing key service performance data/metrics. 4. Supporting with the analysis of enquiries to identify issues/opportunities for improvement. 5. Providing ad hoc support to users of the system in both 1st line and 2nd line teams and conducting an initial investigation into reported issues/errors.	

6. Collating data from the Enquiry Management System to respond to Subject Access Requests and Freedom of Information Requests.
7. Support the Technical Product Manager on workflow management, user permissions and technical enhancements.

To support the continuous development of the Enquiry Management Service:

8. Service the EMS User Group who oversee the service backlog and the prioritisation of fixes and developments/service change requests.
9. To create and maintain user stories on the service backlog detailing business requirements for future developments.
10. Support the roll-out of the system to relevant teams within the University, taking a lead in the on-boarding of new teams to the service.
11. Support the Technical Product Manager with platform upgrades/release cycles, ensuring the platform is upgraded and tested with minimal disruption to service users.
12. Fulfil the role of 'test lead' for the Student Services business unit for any releases. This includes writing test release scripts, conducting testing and coordinating UAT testers from the business.

Training and communications:

13. To develop, deliver and maintain user training materials for the Enquiry Management Service platform.
14. To assist in the promotion of the Enquiry Management Service within the University, including conducting demos of the system.
15. Developing effective networks and working relationships with colleagues, sharing best practice and increasing knowledge and understanding across different enquiry areas, as required.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Department: Student Administration

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to degree level or equivalent experience	X	
Knowledge and understanding of the Higher Education student life cycle		X
Skills and Abilities		
Well-developed planning and organising skills and a proven ability to work under pressure with excellent attention to detail and meet deadlines	X	
Excellent communication skills (verbal and written).	X	
Flexibility and a proven ability to respond effectively to changing requirements.	X	
Ability to analyse data, draw conclusions and make recommendations.	X	
Experience		
Excellent IT skills and a proven record of contributing to the development of technical solutions, ideally including experience of using Customer Relationship Management (CRM) systems.	X	
Experience of training staff and creating resources including procedures and user guides.	X	
Experience of Microsoft Dynamics and Azure DevOps		X
Experience of servicing meetings		X
Other Requirements		
Occasional weekend or late evening working, as well as occasional travel to events and other external activities as required	X	
Commitment to providing outstanding customer service	X	